

ADSL troubleshooting guide Speedtouch router

On the Alcatel SpeedTouch routers that we supply there should be 3 green lights lit if the service is working.

Under normal operation all three lights on the top of the router should be green.

Test: Check the status lights on the top of the modem.	Possible fault	Suggested fix
No lights at all	No power to the router	Ensure that the power button on the front of the router is pressed in. Check that the power supply is plugged in and the power switch is on. If possible try it in another power socket.
LAN light is out	No PCs plugged in	Check Ethernet cables from the PCs to the router and that the PCs are switched on and configured properly.
@ light is orange or flashing orange	No sync	The router has “lost sync” with the exchange. Normally turning the power to the router off for a couple of minutes and back on again solves this problem. If this fails try leaving the power off for 20 minutes then plugging it back in.
@ not lit at all	No ADSL detected	Check phone line for dial tone.

If the @ light is still orange and you are unable to connect at all:

- ❑ Check for dial tone and noise on the telephone line which ADSL is provided on. If the line is dead then there will generally be no ADSL service either. Report the fault to Spitfire or BT.
- ❑ Check the wiring between the router and the telephone line socket.

- ❑ Check that every extension socket on the line has micro-filters installed and that telephone & fax devices are only plugged in the correct filter socket.
- ❑ Unplug all the phones, extensions and fax machines so that the only service connected to the phone line is the ADSL router via a micro-filter. Some fax machines will interfere with the ADSL signals causing problems with the ADSL service.
- ❑ If possible unplug the extension wiring and connect the ADSL modem to the master socket using a micro-filter.

Although these are time consuming procedures they ensure the speediest resolution to your fault and will prevent charges being incurred should BT be called out and discover that the fault is with your wiring.

Glossary

Micro-filters

Also called line-splitters these separate out the ADSL signal on the phone line from the normal telephone line signal. It is necessary to fit one of these to every socket and extension that the line is connected to.